

Chief Financial Officers

Administered To: Chief Financial Officers

Date Administered: April 2, 1999

Main Report Section

Section1: Demographic Questions

n = 19	Inconsistent scales in category. No upper stats available.

1. What is your position title?

	Chief Financial Officer	Chief Accountant	Internal Auditor	Security Administrator	Other (Specify)
n = 19	78.9	5.3	0.0	0.0	15.8
	Mean: 1.06/4 SD: 0.25				

2. What is the size of your accounting and budget office staff?

	1-5 people (small)	6-15 people (medium)	more than 15 (large)
n = 19	15.8	36.8	47.4
	Mean: 2.32/3 SD: 0.75		

3. How many years of experience do you have working with the Office of Financial Management (OFM)?

	0-3 years	More than 3-10 years	Over 10 years
n = 18	0.0	27.8	72.2
	Mean: 2.72/3 SD: 0.46		

Section 2: Level of Importance

	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
n = 19	37.8	34.0	19.1	1.6	3.7	1.6	2.1
	Mean: 2.02/6 SD: 1.12						

4. The mission of the Office of Financial Management is to provide outstanding professional services to its diverse groups of customers....

	Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
n = 19	47.4	52.6	0.0	0.0	0.0	0.0	0.0
	Mean: 1.53/6 SD: 0.51						

Chief Financial Officers

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		Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
5.	How important to you is OFM's attempt to change its emphasis and manner of doing business to a more customer service basis?	68.4	21.1	10.5	0.0	0.0	0.0	0.0
n = 19	Mean: 1.42/6 SD: 0.69							
6.	How important to you is OFM's attempt to improve communications between itself and operating agencies and among agencies on...	57.9	36.8	5.3	0.0	0.0	0.0	0.0
n = 19	Mean: 1.47/6 SD: 0.61							
7.	How important to you is OFM's initiative to significantly improve timeliness and reduce the expense of the annual book closing process?	21.1	42.1	15.8	10.5	10.5	0.0	0.0
n = 19	Mean: 2.47/6 SD: 1.26							
8.	How important to you is OFM's initiative to strengthen internal controls in major systems and to provide better support services for...	26.3	36.8	26.3	0.0	10.5	0.0	0.0
n = 19	Mean: 2.32/6 SD: 1.20							
9.	How important to you is OFM's objective of providing outstanding customer service in payroll and MAIN system security areas?	47.4	21.1	26.3	0.0	5.3	0.0	0.0
n = 19	Mean: 1.95/6 SD: 1.13							
10.	OFM works in cooperation with an outside contractor to develop and negotiate a Statewide cost allocation plan to properly...	36.8	26.3	26.3	0.0	0.0	0.0	10.5
n = 19	Mean: 1.88/6 SD: 0.86							

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		Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
11. How important do you consider the benefits associated with uniform coding requirements?	n = 19	10.5	47.4	26.3	0.0	10.5	5.3	0.0
		Mean: 2.68/6 SD: 1.34						

		Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
12. An important goal of OFM is to produce materially accurate financial statements. How important is this goal to you?	n = 18	61.1	27.8	11.1	0.0	0.0	0.0	0.0
		Mean: 1.50/6 SD: 0.71						

		Very Important	Important	Somewhat Important	Somewhat Unimportant	Unimportant	Very Unimportant	No Data
13. How important to you is the state's biennial internal control assessment process?	n = 18	0.0	27.8	44.4	5.6	0.0	11.1	11.1
		Mean: 3.12/6 SD: 1.26						

Section 3: Level of Satisfaction

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
	n = 19	12.8	35.7	18.8	4.5	2.6	1.5	24.1
		Mean: 2.38/6 SD: 1.07						

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
14. Overall, how satisfied are you with the service you receive from OFM?	n = 19	21.1	68.4	10.5	0.0	0.0	0.0	0.0
		Mean: 1.89/6 SD: 0.57						

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
15. How satisfied are you with OFM's progress in changing its emphasis and manner of doing business to a more customer service basis?	n = 19	26.3	52.6	15.8	0.0	5.3	0.0	0.0
		Mean: 2.05/6 SD: 0.97						

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Main Report Section

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
16.	How satisfied are you with OFM's progress in improving communications between itself and operating agencies and among...	5.3	52.6	42.1	0.0	0.0	0.0	0.0
	n = 19	Mean: 2.37/6 SD: 0.60						
		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
17.	How satisfied are you with OFM's progress in its initiative to significantly improve the timeliness and reduce the...	21.1	57.9	10.5	5.3	0.0	0.0	5.3
	n = 19	Mean: 2.00/6 SD: 0.77						
		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
18.	How satisfied are you with OFM's progress with its initiative to strengthen internal controls in major systems and to provide...	0.0	36.8	26.3	15.8	10.5	0.0	10.5
	n = 19	Mean: 3.00/6 SD: 1.06						
		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
19.	OFM works in cooperation with an outside contractor to develop and negotiate a Statewide cost allocation plan to properly...	26.3	21.1	10.5	15.8	0.0	0.0	26.3
	n = 19	Mean: 2.21/6 SD: 1.19						
		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
20.	How satisfied are you with OFM's service in the area of customer service in the payroll and MAIN system security areas?	10.5	63.2	10.5	0.0	10.5	0.0	5.3
	n = 19	Mean: 2.33/6 SD: 1.08						
		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
21.	How satisfied are you with resulting information when uniform coding requirements are deployed?	5.3	15.8	26.3	10.5	0.0	10.5	31.6
	n = 19	Mean: 3.23/6 SD: 1.48						

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	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
22. What is your level of satisfaction with OFM's production of materially accurate financial statements?							
n = 19	31.6	52.6	10.5	0.0	0.0	0.0	5.3
	Mean: 1.78/6 SD: 0.65						
23. How satisfied are you with the role of the OFM TABS division in overseeing the state's biennial internal control assessment...							
n = 19	5.3	5.3	36.8	10.5	10.5	10.5	21.1
	Mean: 3.60/6 SD: 1.40						
24. Were you previously aware that OFM has a web site?	Yes		No				
	14		5				
25. How would you rate your overall satisfaction with the usefulness of OFM's web site?							
n = 19	5.3	15.8	21.1	0.0	0.0	0.0	57.9
	Mean: 2.38/6 SD: 0.74						
26. Please describe your level of satisfaction with the content of information available on OFM's web site.							
n = 19	5.3	21.1	15.8	0.0	0.0	0.0	57.9
	Mean: 2.25/6 SD: 0.71						
27. Please describe your level of satisfaction with the organization of information available on OFM's web site?							
n = 19	10.5	21.1	10.5	0.0	0.0	0.0	57.9
	Mean: 2.00/6 SD: 0.76						

28. Please describe your level of satisfaction with the general "look and feel" of OFM's web site.

	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
n =	5.3	15.8	15.8	5.3	0.0	0.0	57.9
19	Mean: 2.50/6 SD: 0.93						

29. On average, how frequently each month do you visit OFM's web site?

Zero times	1-3 times	4-6 times	7-9 times	10 or more
13	3	3		

30. What other types of information should OFM make available on the web site?

Answer:

Best practices by state agencies.

Status reports on areas of common interest.

31. Do you think increasing the use of uniform coding should be promoted by OFM?

Answer:

Yes	No	No Opinion
7	5	7

I am uncertain what, specifically, this implies. Answers could depend on which coding you are asking about.